



EXPRESS SCRIPTS®

Home Delivery Pharmacy Services

Frequently Asked Questions

Kentucky Teachers' Retirement System

Medicare Eligible Drug Plan

Updated August of 2012



Taking full advantage of your prescription benefit

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GETTING STARTED/ORDERING A PRESCRIPTION:

1. How do I order a prescription for Home Delivery?

Steps to Order Home Delivery through the Mail Service Pharmacy

For regulatory purposes, prescription orders are handled most effectively when the original prescription is mailed to Express Scripts (ESI). Please allow 14 days from the date that you mail your prescription for the initial fill. If a patient has less than a 14-day supply of medication on hand, a short-term supply should be obtained from a local retail pharmacy to prevent interruption of therapy.

Step I: Complete a Mail Order Form

Mail order forms can be located on the internet at <http://www.express-scripts.com> or by contacting the Express Scripts Patient Contact Center at

- **1-877-866-5834**
- **TDD Phone 1-800-899-2114.**

To obtain an order form online from <http://www.express-scripts.com>:

- For members who have not yet registered, create a new account using “Register Now” link.
- For registered users, enter your user name and password and click “Submit” to access your account.
- Within the site, use the “Pharmacy” tab to be connected to Express Scripts.
- Print an order form from the “[Fill A New Prescription](#)” menu link, or have Express Scripts transfer your prescriptions from your retail pharmacy to the mail order pharmacy by choosing the “[Renew Prescriptions](#)” link.

The following information is required on the mail order profile form. This information enables our registered pharmacists to consult patients appropriately:

- ☐ Member ID – As listed on your benefit card
- ☐ Full name – As listed on your insurance benefit card
- ☐ Name of physician
- ☐ Date of birth of member covered by the mail order benefit
- ☐ Medications being taken by the member ordering prescriptions for home delivery
- ☐ Allergies, illnesses or medical conditions (i.e., asthma, blood pressure)

Note: If the prescription received is incomplete (i.e. missing patient information), a pharmacy technician will try once within a two-day period to contact the physician's office or patient for clarification. If Express Scripts calls or sends a fax, it is important that response is received by the next business day to ensure fulfillment of the patient's prescription.

Step II: Obtain New Prescription(s)

Request a new prescription from the doctor, written for up to the maximum mail order day supply, plus refills. Check the prescription before leaving the doctor's office to make sure of the following:

- The doctor's name is legible
- The exact dosage and strengths are indicated
- The exact quantity is indicated – preferably for the maximum day supply allowed by your plan, with refills
- The full first and last name of the patient is legible
- The patient is stabilized on the medication and dosage before filling at mail order
- Request a retail script and allow for 14 days to process new mail service prescription requests

Note: If the prescription received is incomplete (i.e. missing patient or drug information) a pharmacy technician or pharmacist will try once within a two -day period to contact the physician's office for clarification. If Express Scripts calls or sends a fax, it is important that the physician's office respond by the next business day to ensure fulfillment of the patient's prescription.

Important Notice:

Class II controlled substance prescriptions cannot be faxed or phoned into Express Scripts. These medications are not allowed refills. In the state of Missouri patients are only allowed a 30 day fill of Class II medications. A patient may be allowed to receive a 90 day supply only if the doctor indicates on the written prescription why 90 day supply is needed. If your diagnosis is not indicated, there is a possibility of reducing qty written to meet state law requirement if we are not able to reach your prescriber.

Class III, IV and V controlled substance prescriptions can be faxed or phoned into Express Scripts. Patients can obtain one 90 day fill with one refill or up to one 30 day fill with up to five refills. These medications do not consolidate; i.e. if the doctor writes for 30 day supply with five refills the prescription will not consolidate to one 90 day supply with one refill.

Step III: Arrange for payment

Please do not send cash. Orders may be paid with:

- ☐ VISA, MasterCard, American Express, and/or Discover
- ☐ Bank issued debit card
- ☐ Personal check or money order
- ☐ Bill Me Later account

Note: If there is a credit card on file, Express Scripts will make one attempt within a two-day period to contact the patient and get approval to fill any orders greater than \$500. If there is no response, and there is no past due balance on the account, the order will be released for processing. If there is a past due balance of \$40 or more for 90 days or greater, the order will be returned unfilled.

- If there is not a credit card on file, the policies in the above paragraph apply to orders greater than \$150.
- Member may request to increase personal dollar limit
- Member history is reviewed to determine if high dollar exception can be bypassed without contacting the patient

Step IV: Mail in Your Prescription

Mail your prescription(s) with an order form. Verify all information on the form is current and include the patient's full name and cardholder ID. Please allow 14 days for the initial mail order fill.

- **Mail Order Pharmacy Contact Information:**

All mail order prescriptions and patient order forms should be sent to:

Express Scripts, Inc.
PO Box 66558
St. Louis, MO 63166-6558

Web: Members may access the Express Scripts web site by entering <http://www.express-scripts.com> in their web browser and print an order form. In addition, members can request Express Scripts to transfer prescriptions from the retail pharmacy to the Express Scripts home delivery pharmacy.

2. How do I refill my prescriptions?

Mail: You may order a refill using the refill request form included in your initial prescription package.

Web: You may place orders for refills online by using the Express Scripts website www.express-scripts.com.

Telephone: You may order refills 24-hours a day: **1-877-866-5834**

- Use a touch-tone phone to input refill orders electronically by entering your identification number (Member ID) and refill (Rx) number, or
- Talk directly to a customer service associate

3. Do I have to fill out a mail order profile form each time I send in a prescription?

No. It is only necessary to complete this form the first time you order medication, unless any information changes. Please list all medications being taken so we can review for potential interactions. Provide additional information on a separate sheet of paper if necessary. If you prefer a nickname rather than your given name, please write the name in the appropriate space.

4. Can I send in more than one prescription at a time?

Yes. We will process all of the prescriptions you mail to our pharmacy according to your benefit. Please ensure the following is provided on the prescriptions:

- ☐ Member ID – As listed on your benefit card
- ☐ Full name – As listed on your insurance benefit card
- ☐ Full date of birth
- ☐ Complete mailing address

5. How do I pay for my prescription?

Express Scripts encourages that all orders include payment to allow processing without delay. Orders may be paid for by:

- VISA, MasterCard, American Express, or Discover
- Bank issued debit card
- Personal check or money order
- Bill Me Later account

Note: If there is a credit card on file, Express Scripts will make one attempt within a two-day period to contact the patient and get approval to fill any orders greater than \$500. If there is no response, and there is no past due balance on the account, the order will be released for processing. If there is a past due balance of \$40 or more for 90 days or greater, the order will be returned unfilled.

- If there is not a credit card on file, the policies in the above paragraph apply to orders greater than \$150.
- Member may request to increase personal dollar limit
- Member history is reviewed to determine if high dollar exception can be bypassed without contacting the patient

6. How long will I have to wait for my order?

Please allow up to 14 days from the date that you mailed your prescription until you receive your order to accommodate for mailing time. In house processing will average about two to five business days.

It is advisable for first time users of the home delivery pharmacy to have at least a 30-day supply of medication on hand when a request is placed with Express Scripts Mail Service Pharmacy. If the prescription order has insufficient information, or if we need to contact you or your prescribing physician, delivery could take longer. It is advisable for first time users of the mail order pharmacy to ask your doctor for two signed prescriptions.

- One for an initial supply to be filled at your local retail participating pharmacy.
- The second for up to a 3-month supply with refills to send to Express Scripts.

FAXES:

7. Can prescriptions be faxed to the Home Delivery pharmacy?

In accordance with the Board of Pharmacy, Express Scripts Home Delivery Pharmacy Services will only accept faxed prescription requests *sent directly from a physician/physician's office*. Faxing a prescription to Express Scripts does not necessarily reduce the overall time for a patient to receive an order. If a patient has less than a 14-day supply they should obtain a short-term supply at participating pharmacy.

PLEASE NOTE: Express Scripts will process all faxed prescriptions at the time of receipt. The doctor must include the following information along with the prescription:

- Patient's name
- Patient's Date of Birth
- Patient's complete address
- Patient and/or Cardholder identification number listed on your Blue Cross Blue Shields of Kansas City benefit card
- Prescribing Physician's name, office phone number and fax number
- Prescribing Physician's DEA number
- Prescribing Physician's signature
- **Only** physician or physician's office should fax coversheet that contain the full name of person faxing the prescription, a telephone number (if different than above), and the time and date of transmission.

Faxed prescription requests should be forwarded to Express Scripts Pharmacy Home Delivery Pharmacy at:

1-866-272-8856

- Please allow 24-48 business hours for a faxed prescription to be visible.

Note: If the prescription received is incomplete (i.e. missing patient or drug information) a pharmacy technician or pharmacist will try once within a two -day period to contact the physician's office for clarification. If Express Scripts calls or sends a fax, it is important that the physician's office respond by the next business day to ensure fulfillment of the patient's prescription.

Important Notice:

Class II controlled substance prescriptions cannot be faxed or phoned into Express Scripts. These medications are not allowed refills. In the state of Missouri patients are only allowed a 30 day fill of Class II medications. A patient may be allowed to receive a 90 day supply only if the doctor indicates on the written prescription why 90 day supply is needed. If your diagnosis is not indicated, there is a possibility of reducing qty written to meet state law requirement if we are not able to reach your prescriber.

Class III, IV and V controlled substance prescriptions can be faxed or phoned into Express Scripts. Patients can obtain one 90 day fill with one refill or up to one 30 day fill with up to five refills. These medications do not consolidate; i.e. if the doctor writes for 30 day supply with five refills the prescription will not consolidate to one 90 day supply with one refill.

8. What is the turnaround time for the data entry of prescriptions faxed from a doctor's office?

Receipt of faxed prescriptions will not be visible immediately. Faxed prescriptions take 24-48 business hours to be visible in the Express Scripts home delivery system. When a patient care advocate (PCA) discusses faxed prescriptions they provide the 24 to 48 hour turnaround time.

9. Who can request a copy of a prescription? Can copies be faxed?

State law allows the pharmacy to provide a copy of a prescription to the patient. Patients request a copy of their prescription by calling the patient care contact center. Express Scripts will only fax copies of prescriptions to the prescribing doctors' offices. A copy is provided to the client if the patient specifically requests this in writing. Express Scripts only accepts HIPAA-compliant written authorizations.

HIPAA requires certain elements completed on the authorization form and has requirements regarding storage of the forms. A HIPAA-compliant authorization form is located on our website at <http://www.expressscripts.com/hipaa/release/prescriptionrecords>.

The authorization form must be completed by the patient and submitted to Express Scripts' Legal department who reviews the form for HIPAA compliance and releases the prescription. **You may be subject to fees for processing this form.**

PROCESSING/DISPENSING:

10. What does it mean when a Home Delivery medication is on short-term back order/long-term back order?

When an order is received for a medication that is no longer available from the manufacturer and is unavailable for a period of time, medications that can be filled within the order continue to process.

ESI attempts to make contact to the prescriber for an alternative medication and to the patient to provide status, when possible. When an alternative is not prescribed, a letter of explanation is sent to the patient.

11. What occurs if a patient sends in a prescription written for a future date?

Express Scripts is unable to hold prescriptions to fill in the future unless it can be filled only within 90 days of receipt. Prescriptions written for a future date are returned to the patient if a hardcopy prescription is submitted.

12. Can compounds be filled at Home Delivery?

Some compounds can be filled at Home Delivery. Depending upon the ingredient availability and stability, some compounds are not suitable to fill at Home Delivery. Allow a minimum of three additional business days to normal turnaround time if Express Scripts requires ordering an ingredient and the product requires hours to compound. Common forms of compounds include capsules, troches, suppositories, creams and topical syringes. Express Scripts is unable to make sterile or injectable products.

13. Is an existing prescription expired when a new prescription is received for the same medication?

Yes. When a prescription with the same dosage and/or an increase in dosage is received, the existing prescription is expired and the new prescription is processed. If a decrease in dosage is required, the existing prescription is expired and the new prescription is placed on hold until the appropriate time to fill it.

14. Will I get brand or generic drugs?

That depends on your pharmacy benefit plan, you and your physician. You may save money with FDA approved generics and/or therapeutic equivalents. Where permitted by applicable law, generics may be dispensed when appropriate and allowed by your physician.

If your pharmacy benefit has Step Therapy and/or Generic Campaigns, Express Scripts will contact the prescribing physician to discuss other therapeutic alternatives/equivalents and/or AB rated generics in place of brand and/or non-formulary medications. If a switch is approved by your physician a notification leaflet will accompany the order; informing you of the change.

15. What if I want the brand dispensed?

You can discuss this option with your physician and if deemed appropriate your doctor can submit the prescription with Dispense As Written (DAW). You can also submit a note with your prescription to have your order filled with the brand drug. **Dispensing As Written may increase the amount you pay for your drug.**

16. How long is a written prescription valid?

A prescription is valid for one year from the date that it was written, unless written for a controlled substance. A prescription for a controlled substance is valid for 6-months.

- Class II controlled substance prescriptions (i.e. Oxycontin, Duragesic) are only valid for a one time fill.

17. Can I send in a prescription and call when I am ready to order it?

Express Scripts does not delay filling prescriptions. All prescriptions mailed, faxed or phoned in will be processed upon receipt and mailed to you. Please only have those prescriptions you are ready to have filled submitted. Once your medications are mailed, they may not be returned to Express Scripts.

18. What happens if I order my prescription and it's too soon to refill it?

When a new prescription or a refill is unable to process due to refill too soon, it will be held until the appropriate fill date computed by our system. Our system is based on a therapeutic drug cycle and cannot be scheduled to your preference. If the order is not needed within 90 days according to system, your script will be returned to you.

All unaffected medications in the order will continue processing. A letter is sent to the patient to inform them of the date the order can be filled and that their order will automatically be processed at that time. If the prescription/refill request exceeds 90 days the order will be returned to patient with a notification letter.

19. Does ESI Home Delivery consolidate when a prescription is written for less than a 90 day supply?

Consolidation means using authorized refills to turn a 30 day prescription into a 90 day prescription. All prescriptions are entered into the ESI system as they were written by the prescriber. The system will auto consolidate the eligible medications based on the standardized consolidation list and if the prescription has sufficient refills to increase the quantity dispensed to meet 90 day supply. Certain states do not allow consolidation and drug classes may not be eligible for consolidation. Examples of prescriptions that will not be consolidated are: (This is not all inclusive.)

- Controlled substances
- Antibiotics
- Anti-Smoking
- Blood Products
- Dermatologicals
- Immunosuppressives
- Psychotherapeutics (especially antidepressants)
- Injectables (Insulin is an exception)

Note: If a prescription is received for a 30 day supply with no refills, Express Scripts will fill the medication and the mail order copayment will apply. Please ensure the physician writes the prescription for a 3 month supply with 3 refills.

WEBSITE:**20. Once a prescription is RECEIVED, how long does it take be entered and show up on the website?**

The prescription is assigned a valid RX number and entered into our database under your profile. Once this is completed the order will appear on the web. This process normally takes 24-48 business hours.

21. When it goes to a SHIPPED status, how long does it take to show up on the website?

If this is a refill, it will remain on the web the entire time (from "able to refill" through processing to shipped). If this is a new prescription, it will appear online once an RX number is given as described above.

22. If an order is PENDING, does it give any explanation?

There will not be a detailed explanation or reason but rather a general statement that the order is pending.

23. What other types of updates or status' appear on a processing prescription?

You could potentially see notification that your medication is on back order.

24. If members register online, in order for prescriptions to be processed, are they required to mail in a patient profile?

No. When a patient registers online we recommend they mail their prescriptions with a profile, but it is not required. The profile is the form for first-time users. An order form is generated with each order and we highly recommend the patients send this form with future orders.

25. If a patient is having web access issues how are these handled?

Please refer the patient to the Express Scripts e-Business department at **877.852.4060**.

NOTIFICATIONS:

26. How will I know if my prescription order has been received?

If you have not opted out of the automated outbound call notification, you will receive a notification once the prescription order has been entered for processing under your account. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.

27. I received an automated phone call or an email notification, what is this for?

There are 4 different types of automated outbound call notifications/email notifications.

- **Order Received:** Patient will receive an order receipt notification once the order has been entered for processing. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.
- **Order Shipped:** Patient will receive an order shipped notification once the order shows a shipped status.
- **Order Delayed:** Patient will receive an order delayed notification if the order has been processing for greater than 5 days.
- **Refill Reminder:** Patient will receive a refill reminder when a medication is due to be filled. Patient should follow the prompts to either refill or decline to prevent future calls on that prescription.

PLEASE NOTE: Due to HIPAA regulations the members name and drug name cannot be mentioned on the automated outbound calls.

28. What can I do if I no longer want to receive the automated outbound notifications?

You may contact customer service at **1-877-866-5834** and request to be removed from the notification distribution. Being removed from this distribution will remove you from all categories of automated outbound call notifications/email notifications, including order received, order shipped, order delayed, and refill reminders. Please note you may receive at least one more call if already queued for release.

SPECIAL NEEDS:

29. Can I request different lids (i.e. non-childproof) at Home Delivery?

Yes. The patient calls the Express Scripts contact center and the PCA handles the request.

30. Can an order be split at Home Delivery? If yes, how and when can it occur?

Express Scripts will not automatically "split" medications in an order. Attempts are made to keep all medications within an order together as processing time may vary depending on the medication, the patient and the type of exceptions. Express Scripts prefers to expedite the entire order or upgrade shipping to allow the patient to receive the entire order within a reasonable turnaround time versus splitting an order. If required, this is a possibility.

31. Can Express Scripts accommodate vision-impaired patients by displaying larger print at Home Delivery?

We are unable to attach larger print on the bottle labels but we can include a copy of the bottle labels in large print as part of a patient's paperwork packet. The Patient Order Form contains a box stating, "Check here for a COPY of your bottle label in LARGE print on a separate sheet of paper." We mark the account for this to occur on all future orders.

32. Can a termed family patient be removed from the Home Delivery refill order form?

Please contact Express Scripts once you confirmed your plan has termed coverage for the specific family member at **1-877-866-5834**. Express Scripts will need to update account information to reflect these changes and the family member will no longer appear on any paperwork you'll receive going forward.

REPLACEMENT/RETURNS:

33. What occurs if a patient sends in a prescription written incorrectly by the provider and is filled?

If a physician contacts Express Scripts and states an error was made on the prescription, a pharmacist will review to determine if approval will be given to authorize a return (for controlled substances) or advise the patient to destroy the medication if it is for a non-controlled substance. We do not reverse the original claim but if approved may provide a copayment credit to the patient's account.

34. My order status shows that my order has been shipped, but I have not received it yet. What can be done?

You may contact ESI customer service at **1-877-866-5834**. When an order is delayed in transit (due to mail carrier delays) or delayed due to wrong address; Express Scripts will process a second claim and grant an early refill

when the following criteria have been met:

- Patient inquires about the status of their order within 45 days of the date the order was shipped
- Patient has not received the order after at least 12 calendar days of the original ship date and was shipped via a USPS (First Class Mail) carrier
- Express Scripts unable to validate delivery
- Express Scripts Pharmacist has reviewed and approved the early refill request

35. Can Express Scripts process replacements on controlled substances at Home Delivery? How?

Yes. A new hard copy prescription is required for Class II controlled substance medications. A pharmacist contacts the doctor to inform the patient is requesting a replacement. A replacement is not processed until a new hard copy of the Class II medication is received. If the request for a replacement is due to damaged medication, the medication must be returned and received prior to processing the replacement. Class III, IV and V controlled substance replacements require verbal approval from the doctor to replace and must have a valid refill on file. If no valid refill is on file a new prescription must be obtained prior to dispensing the replacement.

If the original order shipped 30 to 45 calendar days from the date the patient is contacting Express Scripts, a replacement order (early refill) will be sent. If the original order is received as well as the early refill order, the patient will be responsible for the payment of both orders.

REQUESTING CREDIT – ORIGINAL ORDER NEVER RECEIVED

Express Scripts will request that the patient wait 30 days from the date the original order was shipped before calling to request credit for the original order, if not received. Records will be researched and if the original order was not received, Express Scripts will reverse one of the claims in order to credit the client and the patient. A refill will be added back to the patient's prescription, and the patient's account credited for the copay amount.

*For situations in which Express Scripts was not notified of a change of address, resulting in the patient not receiving their original order, the patient and client will not be credited. The patient will utilize two refills and be charged two co-payments.

36. Does Express Scripts allow for emergency supplies obtained from a local pharmacy when waiting for a Home Delivery Prescription?

ESI may allow local supply obtained on an emergency basis when the following criteria are met:

- Patient has 10 days or less of medication on hand
- Order in-house greater than 7 days due to an ESI delay or shipped to an incorrect address due to an ESI error.

SHIPPING:

37. How are iced medications/insulin handled? Which medications are considered iced medications?

Express Scripts works actively with drug manufacturers and shipping vendors to ensure the integrity of medications is maintained during shipping. Packaging and mailing guidelines are in accordance with manufacturer's recommendations and adhere to FDA mandates. Refrigerated drugs will be shipped expedited mail service at no additional cost to the member.

Insulin

Depending on the time of year and the destination of the medication, insulin is shipped by overnight or second day delivery with the required amount of ice packaging when necessary.

Iced Medications

Medications requiring controlled temperature during shipping are packed in Xpanderpack or Styrofoam coolers. The Xpanderpack or Styrofoam cooler contains the medication and an ice pack. When ready for shipping, the Xpanderpack is sealed and inflated. The medication is located inside the Xpanderpack. If the medication is in the Styrofoam cooler, it will be sealed and the patient locates the medication in a plastic bag in the cooler.

Call on Iced Medications

Medications requiring a controlled temperature during shipping may require phone contact with the patient to arrange a delivery date prior to shipping. "Call on Ice" medications must reach the patient within 48 hours of being shipped. If an iced medication cost exceeds \$2,000, Express Scripts contacts the patient to schedule delivery and ship the medication via signature required delivery. If the patient cannot be reached, the delivery may be cancelled.

38. Can Express Scripts ship medications internationally?

Medications are not typically shipped internationally. Due to the unpredictability of international shipments, Express Scripts will only ship a medication internationally if the patient provides an American Post Office (APO) address or a Fleet Post Office (FPO) address. The preferable options to shipping internationally are:

- An early refill with a quantity greater than 90 days (based on plan setup and the amount of medication needed by the patient).
- Reimbursement of medication purchased out of the country if allowed by plan.
- Medication is shipped to a relative in the U.S. who forwards to the patient.

The patient should call to discuss the best option for their particular scenario. Refrigerated items are not shipped internationally. Express Scripts does not ship medications to a country not allowing foreign shipments of medication into the country. A package shipped to a foreign address and returned as undeliverable without a new FPO/APO address is not replaced and the patient is not credited.

39. Can Express Scripts ship overnight delivery to a P.O. Box?

No. A street address is required to ship medications by overnight delivery or by a specific carrier. Overnight options may be available upon request and require additional shipping and handling charges. For information on pricing and availability, contact Express Scripts Customer Service.

40. How will my order be mailed?

Orders are shipped in tamper-proof packaging by first class mail and are delivered by your normal carrier, unless the drug requires special handling such as refrigeration. There is no indication on the package that it is from a pharmacy.

41. What are the shipping methods used by Express Scripts?

- USPS First Class and DHL Global Mail (Smart Mail) for packages weighing less than one pound
- USPS Priority Mail and FedEx SmartPost for packages weighing one pound or more
- Other carriers include USPS First Class Signature Confirmation Service, Fed Ex Next Day and FedEx Second Day
- UPS Ground, UPS Next Day and UPS Second Day
- Patient can request upgraded shipping for an additional cost

42. When is a signature required for a package?

Signatures are required for Class II controlled substances, narcotics, and medications valued at \$5,000 and above. Signature required orders are shipped by UPS, FedEx or USPS Signature Confirmation.

43. How do I change, modify, and correct my mailing address for prescriptions?

Members should contact KTRS and the ESI Contact Center when they want to change, modify or correct a mailing address.

BILLING/ACCOUNTS RECEIVABLE:

44. What are the copay thresholds at Home Delivery? How does this affect my account with a credit card on file and without a credit card on file?

- \$150 without a credit card on file
- \$500 with a credit card on file

When an order exceeds either copay threshold, ESI will check history for a similar buying pattern (i.e. similar medication with similar copays.) If the pattern exists, the order is released to continue processing and either invoiced or charged to the credit card on file. If no similar buying pattern exists, ESI will contact the member for approval before shipping.

ESI will attempt to contact the member to resolve the copay exception. In the event that a message is left, ESI will hold the order up to 2 business days awaiting a response. If approval is not attained, the order may be removed from processing and returned to patient with a letter of explanation.

45. Is the member responsible on the account for payment of divorced spouse's medications?

The member is financially responsible for all patients listed on the account. Medication that is billed but not paid for will be reflected on subsequent balance due statements.

46. When is a patient's account delinquent and how does it affect their prescriptions?

Prescriptions are not dispensed on accounts with past due balances in excess of \$40 for 90 days or longer. Fills/refills requested on delinquent accounts are flagged and routed to the copayment exceptions area for resolution. The patient is contacted. When payment is received, the order is released for processing. If the copayment is not received after our attempts, the patient is informed by mail that payment is required. If it is a new prescription, it is returned with a letter of explanation (if applicable).

Delinquent accounts are subject to being referred to collections. Accounts placed in collections will not receive notification. Once referred to collections the member must provide payment upfront (check or credit card information) prior to shipping any medication.

47. What is the turnaround time for Home Delivery checks to be posted to a patient's account?

When we receive a check with a Home Delivery fill it takes approximately five to ten business days to post and deposit the check. If an order processes and ships over a short time frame the order may contain an invoice stating the patient has a balance due if the check is not posted and deposited. Payments sent in after the order has shipped are processed within 48 hours of receipt.

48. How will I know if I have an outstanding balance?

You will receive an invoice with each order processed by Express Scripts. Additionally, monthly statements are sent to members with outstanding balances.

MISCELLANEOUS:**49. Can Express Scripts Home Delivery pharmacies accept prescription transfers from retail pharmacies?**

No. Express Scripts is unable to accept transferred prescriptions but assists the patient by contacting the doctor to obtain a new prescription.

50. Will Express Scripts contact my physician for a new prescription or renewal?

No. Express Scripts will not automatically contact your physician for a new prescription. Patient can access the web and request a renewal via member portal.

If patient is not requesting renewal via member portal, Express Scripts requests that the patient work with their physician to obtain a new prescription for new medications and renewals. Exception:

ESI can contact the Physician's office to obtain a new prescription for the following scenarios:

- Patient claims the prescription was mailed greater than 10 business days, faxed in greater than 2 business days or repeated attempts made or called in by the doctor to ESI and ESI has no record of receiving the prescription.
- ESI deleted a new prescription from the system, returned prescription to patient with a letter. Patient claims the prescription was not returned along with the letter.
- Patient contacts ESI to request a refill and the medication is on long-term backorder and an alternative is requested.

Contact Information



Area	Contact Information	Hours	Notes
EXPRESS SCRIPTS Patient Care Advocates (PCA) (Customer Service)	877-866-5834	Available 24 hours	For members
Physician Fax (New Prescriptions)	866-272-8856	Available 24 hours	For physicians and physician's office use only. Some prescriptions cannot be accepted by fax (Class II controlled substances).
Physician Call-in (New Prescriptions)	866-679-0926	Available 24 hours (voice mail only)	For physicians and physician's office use only. Some prescriptions cannot be accepted by phone (Class II controlled substances)
Express Scripts website	www.express-scripts.com	Available 24 hours	For members
Home Delivery Address	Express Scripts, Inc. PO Box 66558 St. Louis, MO 63166-6558	N/A	Remember to allow 14 days for the prescription order to be processed. Member may obtain a 30 day fill at retail if needed (Retail deductible applies).